

Job Title: Regional Support Services Manager

Location: Birmingham/Leicester (Central)
Norwich/South East location TBC (Home Counties)

Salary Range: £45,000 - £55,000

Reports to: Head of Work and Health Programme

What do we need?

The Support Services Manager will be responsible for managing the Health and Wellbeing Hubs as well as line managing a multi-disciplinary team. We require strong management experience, preferably within a similar role and proven operational planning and organisational skills.

Ultimately you are responsible for ensuring that our support services such as Volunteers, Health and Wellbeing and Inclusive Employment teams work in a joined up way to allow the Support Managers to concentrate on their participants' journey to employment. As such, you will need to enable and encourage your staff to be flexible team players who in turn will support participants to take control of their lives and move into employment.

You also need to be adept at developing and maintaining relationships with local integrated services.

Are you right for the job?

- Do you have what it takes to lead a team of skilled and motivated professionals?
- Do you have demonstrable experience developing and maintaining partnerships and relationships with local integrated services?
- Do you thrive in an environment that encourages staff to find new ways to help people?
- Do you have a strong track record of achieving and exceeding performance targets?
- Do you motivate people, work well in a team and stay focused under pressure?

Main Duties and Responsibilities

1. Manage the smooth and timely referral / initial engagement process of participants through DWP's PRaP system and interaction with jobcentres as required.
2. Oversee the compliance with DWP referral and payment systems to maximise the attachment of participant to the programme and subsequent funding.
3. Work in partnership with Operational colleagues, internal experts such as the Volunteers and Health and Wellbeing teams and delivery partners to ensure that Support Managers can focus on providing participants with an effective and consistent journey to sustainable employment.

4. Ensure that all services meet or exceed performance and contractual targets whilst meeting or exceeding standards with all compliance audits and reviews, ensuring clear action plans are followed for improvement as appropriate.
5. Work with Spice Innovations and Area Managers to support, embed and monitor the usage of the Time Credits scheme by Support Managers.
6. Identify opportunities for Shaw Trust to develop new partnerships, enhance reputation, win new business and extend its reach.
7. Analyse and share regular reports/MI to the team identifying trends that impact on effective delivery of contract(s).
8. Control and manage all financial aspects of performance, ensuring that all transactions are validated and regularly monitored.
9. Facilitate the involvement of participants directly in design, delivery and evaluation of our services.
10. Proven skills and success in developing and selling effective and productive partnerships with the whole range of stakeholders.
11. Proven ability to manage the balance between meeting exacting targets and creating a service and customer centered culture.
12. Manage team understanding of the systems that enable a clear focus on performance, quality, finances, compliance and equalities.
13. Communicate and motivate team(s) to ensure employees achieve and realise their true potential, ensuring that succession and continuity planning is in place for all skills and levels.
14. Set personal development and performance targets for direct reports and ensure these are met, and ensure appropriate corrective action is taken if targets are not being achieved.
15. Ensure that the business strategy is communicated to the local team so that staff understands and supports the organisation's growth.
16. Support the Shaw Trust supply chain to access all relevant support services, working with others to ensure performance is managed, whilst delivering a quality participant experience.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with

any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.

4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about participants, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

Person Specification

Job Title: Regional Support Services Manager

(E = Essential D = Desirable)

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Technical competency (qualifications and training)

- Educated to degree standard (or equivalent). **(D)**
- Management training/qualification. **(D)**

Experience

- Proven experience of successfully managing target driven services and teams within a high performance culture. **(E)**
- Demonstrable experience of operational management and contract compliance within customer / business services environment. **(E)**
- Proven track record of effectively managing contracted out services and partnership delivery. **(E)**
- Experience of supporting, motivating and engaging others. **(E)**
- Demonstrable experience in establishing and maintaining productive relationships with partners and stakeholders. **(E)**
- Experience in managing, coaching and leading a multi-disciplinary team to drive success in a challenging and target driven environment. **(D)**

Knowledge

- Financially knowledgeable with a strong commercial focus applied within a large or complex organisation **(E)**
- An understanding of the local area commissioning and service delivery environment. **(D)**
- An understanding of the national government commissioning and contracting environment and context. **(D)**
- An operational understanding of working with individuals who face disadvantages in relation to employment, inclusion and independence with varying and complex needs and barriers. **(D)**

Skills and Abilities

- Excellent interpersonal, communication and presentation skills. **(E)**
- Strong project management skills and the ability to facilitate contract implementation and development. **(E)**
- Excellent management and leadership skills.
- Ability to demonstrate success in managing budgets with real achievement in meeting or exceeding targets. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results and willing to travel with possible overnight stays. **(E)**
- Capable of managing change quickly and efficiently whilst maintaining effective service provision **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**

- This post requires a DBS at Enhanced Level. **(E)**

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.